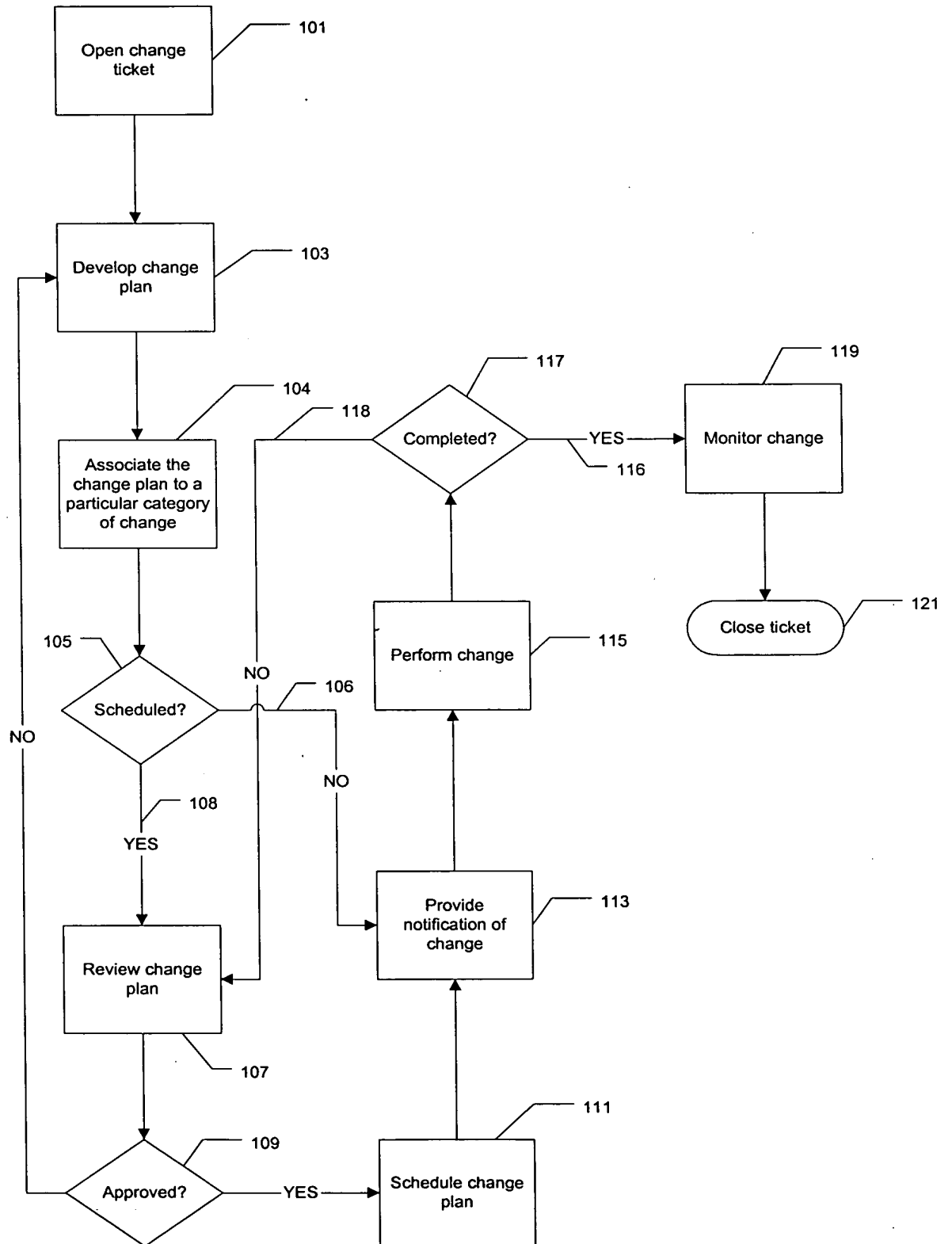


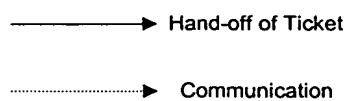
FIGURE 1



**FIGURE 2**

Hand-off of Ticket (solid arrow)  
Communication (dotted arrow)

## FIGURE 2



————▶ Hand-off of Ticket  
 .....▶ Communication

#### FIGURE 4

X-Sender: [koneill@po2.bbn.com](mailto:koneill@po2.bbn.com)  
X-Mailer: Windows Eudora Pro Version 3.0.1 (32) Date: Wed, 29 Oct 1997 13:08:23-0500  
To: [change-approve@bbnplanet.com](mailto:change-approve@bbnplanet.com)  
From: Karen O'Neill [koneill@bbn.com](mailto:koneill@bbn.com)  
Subject: CMR: S1, Fridge cutover, 11/23/97, 12:15am-8:15am EST, #156483 Cc: [dss@po2.bbn.com](mailto:dss@po2.bbn.com),  
[jburke@po2.bbn.com](mailto:jburke@po2.bbn.com), [smorin@po2.bbn.com](mailto:smorin@po2.bbn.com), [lcamera@po2.bbn.com](mailto:lcamera@po2.bbn.com), [jblieden@po2.bbn.com](mailto:jblieden@po2.bbn.com),  
[hdstaff@po2.bbn.com](mailto:hdstaff@po2.bbn.com), [copr-sysadmin@po2.bbn.com](mailto:copr-sysadmin@po2.bbn.com), [planet-geeks@bbnplanet.com](mailto:planet-geeks@bbnplanet.com)

GTE Internetworking  
Change Request Form  
(Version 2.2.1)

- 401→ Change Sponsor: Karen O'Neill  
403→ Change Author: John DeBella
- 405→ Change Coordinator: John DeBella  
407→ Change Agents: John DeBella
- 409→ Change Request (Ticket) Number: 1456830  
411→ Facility Name: Corporate I/T Data center Service Element: fridge.bbnplanet
- 413 → Start Date: 11/23/97  
Start Time: 11/23/97 00:15 EST  
End Time: 11/23/97 08:15 EST
- 415→ Impact Type (Down hard/outage, potential outage, degradation or none); Down hard/outage
- 417→ Impact Duration (per customer and/or service element): 8 hours
- 419→ Impact Statement: fridge.bbnplanet.com (aka. Freezer.bbnplanet.com and icebox.bbnplanet.com) will be unavailable. All services and home directories dependant on fridge.bbnplanet.com will be impacted. Servers and desktops which mount fridge will be impacted such as Pasilla, Poblano, Cayenne, Moho, Captain-Crunch, Fresno, etc.
- 421→ Change Category (E1, E2, S1, S2, S3, U1, U2,): S1← 422
- 423→ Risk (Low, Medium, High): High
- 425→ Priority (Must, Important, Nice): Important
- 427→ Summary of Change: Cutover NFS services from fridge.bbnplanet.com (a/k/a freezer.bbnplanet.com and icebox.bbnplanet.com) to SUN hardware solution. Reboots of pasilla, poblano, cayenne, moho, captain-crunch, nis, fresno will be required during this downtime. A schedule of re-boots will be available and communicated.
- 429→ Benefit Statement: Provide an NFS solution that is more expandable, more redundant and better supported.

00250"5920360

## FIGURE 5

- 431→ Reason for Change: Provide an NFS solution that is more expandable, more redundant and better supported.
- 433→ Success criteria: The new hardware architecture (the Sun server and storage array) boots up as fridge.bbnplanet.com, freezer.bbnplanet.com, and its exported files systems are available and mountable by its clients.
- 435→ Contingency Planning: Fail back to original Fridge server (Network Appliance system).
- 437→ Notification:  
internal: all-staff@bbnplanet.com, turnover@bbn.com, hdstaff@bbn.com external:
- 439→ Database and/or DNS change: None.
- 441→ Equipment: Fridge.bbnplanet.com (a/k/a freezer.bbnplanet.com, icebox.bbnplanet.com)
- 443→ Change Plan: A cutover plan will be made available and communicated appropriately.

Note- Upon change author's completion of this form, please send your respective change sponsor who will review and submit to "change-approve".

005250-5920960

**FIGURE 6**  
**Change Schedule**

601  
↓

Ticket #	Start Date	Start Time	End Time	Outrage Duration	Call Priority	Brief Description	Internal/External Notification	Customer Impact (# of, etc.)	Change Coordinator (& # of Pager)	Routing (DNS) or Database Issues	Dependencies
12345	12/31/96	0300	0700	15 minutes	S1	Important	Ner_tech_customer -contact Ner_att_tech_customer_contact	700	Clark	No	N/A
N/A	Ongoing	0300	0700		S3	Must	Nightly BGP Reset		Kennedy	No	N/A

**FIGURE 7**  
**Change Categories Matrix**

Category	Description	Period For work	Notification of GNOC	Advance Customer Notification	Mgmt. Approval
715 ↓	718 ↓	721 ↓	723 ↓	725 ↓	727 ↓
E1 Event Response	Work necessary to address a customer-impacting event. The change to correct the event has the potential to affect more customers or to extend duration more than presently affected by the event.	As required	Change coordinator contacts GNOC prior to beginning work.	As much as possible.	Expedited
E2 Event Response	Work necessary to address a customer-impacting event. The change to correct the event will not affect more customers or extend duration more than is presently affected by the event.	As required.	Change coordinator contacts GNOC prior to beginning work.	As much as possible.	No
S1 Scheduled	Work of high risk or that causes or is likely to cause a service outage or degradation lasting greater than 15 minutes. Potential for: Uncertain results Non-localized impact exceeds maintenance window includes introduction of new procedures and/or elements.	Fri, Sat or Sunday 0000-0600	Planned Ticket Change coordinator contacts GNOC just prior to beginning work	10 business days	Review Meeting
S2 Scheduled	Work of medium risk or that causes or is likely to cause a localized service outage or degradation lasting between 10 and 15 minutes. Reasonably predictable results. Unlikely to: Exceed maintenance window Create wider than anticipated impact	Local Time Fri, Sat or Sunday 0000-0600	Planned Ticket Change coordinator contacts GNOC just prior to beginning work	10 business days	Review Meeting
S3 Scheduled	Work of low risk or that causes or is likely to cause a localized service outage or degradation lasting less than 10 minutes. Implementing previously tested solutions with no unanticipated results.	Local Time Fri, Sat or Sunday 0000-0600	Planned Ticket Change coordinator contacts GNOC just prior to beginning work	6 business days	Expedited or Review Meeting
U1 Unscheduled	Work that is commonplace yet not in formal procedures presenting low to no risk of service outage or degradation. (Example: InfraEng requesting routing change to a pre-production router).	Where possible 2100 to 0800 Local Time	Planned Ticket Change coordinator contacts GNOC just prior to beginning work	N/A	No
U2 Unscheduled	U2s are derived from a list of approved U2s (on iweb in Change Management area). Routine or scripted work, presenting low to no risk of service outage or degradation. Repetitive and/or completely automated work. (Example: Customer Provisioning work).	Ongoing	Trap to GNOC, if applicable, or other audit trail.	N/A	Expedited To add to, or change work in, this category

**NOTE:** Local Time "Consideration" - When change activity impacts across multiple time zones, the work is done on Greenwich Time. Changes to the schedule (or scope of impact) for work that occurs on a recurring/published schedule (i.e., nightly BGP reset) require review and approval at the review/lock-down meeting. In the case of change activity that impacts only one customer, the time-frame of work, including advance notification, can be negotiated with the specific customer.